

Job Title: Trainer

Location: Doncaster

About Citizens Advice

Citizens Advice is an independent charity that provides free, confidential, and impartial advice to everyone on their rights and responsibilities. We offer a wide range of services, including debt advice, benefits advice, housing advice, and consumer advice.



The role

We are seeking a passionate and experienced Trainer to join our team. You will play a key role in developing and delivering high-quality training to our staff and volunteers, ensuring they have the knowledge and skills to provide the best possible support to our clients.

Key Responsibilities:

- Design, develop, and deliver engaging and effective training programs on a range of topics, including but not limited to:
 - Advice skills and techniques
 - Client interviewing and communication
 - Benefit eligibility and welfare rights
 - Data protection and confidentiality
 - Equality, diversity, and inclusion
- Assess training needs and develop individual learning plans for trainees.
- Monitor trainee progress and provide ongoing support and feedback.
- Maintain accurate records of training activities and participant performance.
- Contribute to the development and maintenance of training materials and resources.
- Stay up-to-date with relevant legislation, regulations, and best practices in adult learning.
- Promote a positive and supportive learning environment.
- Contribute to the wider work of the organization as required.
- Providing constructive and supportive feedback to advisers on their casework.
- Identifying areas of good practice and areas for improvement in advice delivery.
- Contribute to the development and maintenance of quality assurance procedures and standards.

Essential Skills and Experience:

- Proven experience in designing and delivering engaging and effective training programs for adults.
- Excellent communication, presentation, and facilitation skills.
- Strong interpersonal and communication skills with the ability to build rapport and establish effective relationships with trainees.
- In-depth knowledge of adult learning principles and best practices.
- Excellent IT skills, including proficiency in Microsoft Office Suite and learning management systems.
- Strong organizational and time-management skills with the ability to prioritize tasks and meet deadlines.
- Commitment to the aims and principles of Citizens Advice.

Desirable Skills and Experience:

- Experience of working within the advice sector.
- Knowledge of relevant legislation, including benefits and welfare rights.
- Experience of using a variety of training methodologies, including blended learning.
- Membership of a relevant professional body (e.g., Chartered Institute of Personnel and Development).

Terms and conditions

The post will be subject to a 4-month probationary period.

Full time 37 hours per week Monday - Friday £28,500.00 per annum.

The post is subject to funding. In the unlikely event that funding is reduced or withdrawn, hours may be reduced or withdrawn accordingly following appropriate notice.

A full-time post holder will be entitled to 38 days annual leave which are inclusive of the 8 normal bank holidays and 4 associated days. Holiday entitlement is pro-rata for part-time employees. The leave year runs from 1st April to 31st March.



What we give our staff

We are proud to be a National Living Wage employer, ensuring that all our staff are paid fairly and in line with current wage standards. We offer a range of benefits to support our team's health, well-being, and professional development, including access to the Cycle to Work scheme and the Westfield Health Cash Plan, which provides a variety of health and wellness benefits.

You will receive tailored training and support for your role, alongside opportunities for professional growth.

As part of our friendly and dedicated team, you will enjoy peer support and a collaborative environment. We also offer the option to join our pension scheme administered through NEST, with employer contributions to help secure your financial future.